



Student Fee Protection Policy

OUTLINE

New Zealand law requires all private training establishments (PTEs) that are registered with (NZQA) the New Zealand Qualifications Authority to offer protection for student fees paid and other course-related costs.

International Culinary Studio uses Public Trust to act as independent trustee. Student fees are protected as soon as the fees have been deposited with Public Trust. As students' progress through the programmes at International Culinary Studio, fees are gradually paid to the school.

In the unlikely event that the school is unable to complete the course (due to course cancellation, school closure or insolvency), Public Trust will refund any fees owed to students or in the event of a student loan, the fees will then be reimbursed back to Studylink.

For more information about Fee Protect from Public Trust, visit <http://www.publictrust.co.nz> or phone Public Trust on 0800 494 733.

DEPOSIT & FEE PAYMENTS

A 20% deposit is required before the commencement on any programme at International Culinary Studio. This covers the cost of the following:

- Administration fee
- Course Material
- e-Learning Portal
- Welcome Pack
- Student Card

The remaining 80% of the fees will be divided into equal weekly or monthly instalments depending on the student's individual choice of payment options, over the remaining duration of their programme.

The course fee when paid weekly or monthly will be paid after receiving their tuition for the period.

CANCELLATIONS AND REFUNDS

Domestic Students:

In line with the Education Act 1989, section 253, Student Fee Protection rules 2013, refunds will only be implemented in the following instances:

Student Withdrawal and Refund Rules (Programme of more than 3 months duration):

- 1.1 Domestic students are entitled to a refund if they withdraw from a programme or training scheme as per section 235 of the Education Act 1989, "A domestic student who is enrolled at a private training establishment for all or part of a programme or training scheme that is of more than 3 months' duration and who withdraws from that programme or scheme within the refund period is entitled to a refund, without deduction, of so much of any payment, or of the sum of any payments, made by the student in respect of the programme or scheme, and, if withdrawal from the programme or scheme also constitutes complete withdrawal from the establishment, in respect of enrolment at the establishment, as exceeds \$500 or 10% of the amount of that payment or of the sum of those payments, whichever is the lesser"
- 1.2 If the withdrawal occurs up to the end of the 8th day after the start of a course ICS will refund an amount equal to the sum of the amount paid less a deduction of the lesser of 10% of the fees paid or \$500
- 1.3 For programmes less than 3 months duration.

COURSE LENGTH	WITHDRAWAL PERIOD	REFUND AMOUNT
2 days or less	None	Any refund is at the PTE's discretion
Of more than 2 days but under 5 weeks	Up to the end of 2 calendar days of the course commencing	A minimum of 50% of the amount the student paid
5 weeks or more but less than 3 months	Up to the end of 5 calendar days of the course commencing	A minimum of 75% of the amount the student paid

International Students

In line with the Education Act 1989, section 235A(1) (a) and (b)

International students are entitled to a refund as follows.

- 1.4 Courses 3 months or more: If a course is of 3 months duration or more, and the withdrawal occurs up to the end of the 10th working day after the 1st day on which the PTE requires the student to attend, ICS may deduct up to 25% of the fees paid provided ICS incurred costs to this amount and can justify these costs.
- 1.5 Courses 5 weeks or more but less than 3 months. If the course is of 5 weeks or more but less than 3 months and the withdrawal occurs up to the end of the 5th day after the start of the course, ICS will pay an amount equal to the fees paid less a deduction of 25%

- 1.6 Courses under 5 weeks. If a course is under 5 weeks and the withdrawal occurs up to the end of the 2nd day after the start of the course, ICS will pay an amount equal to the fees paid less a 50% deduction. However, if 2 days constitutes the full amount of tuition paid by the student, ICS will retain 100% of the payment.

In the unlikely event that the school is unable to complete the course (due to course cancellation, school closure or insolvency), Public Trust will refund any fees owed to students or in the event of a student loan, the fees will be reimbursed back to Studylink.